



Department of
Human Services

Community Service Block Grant

CSBG

Janet Cook ICSBG Administrative Assistant 2

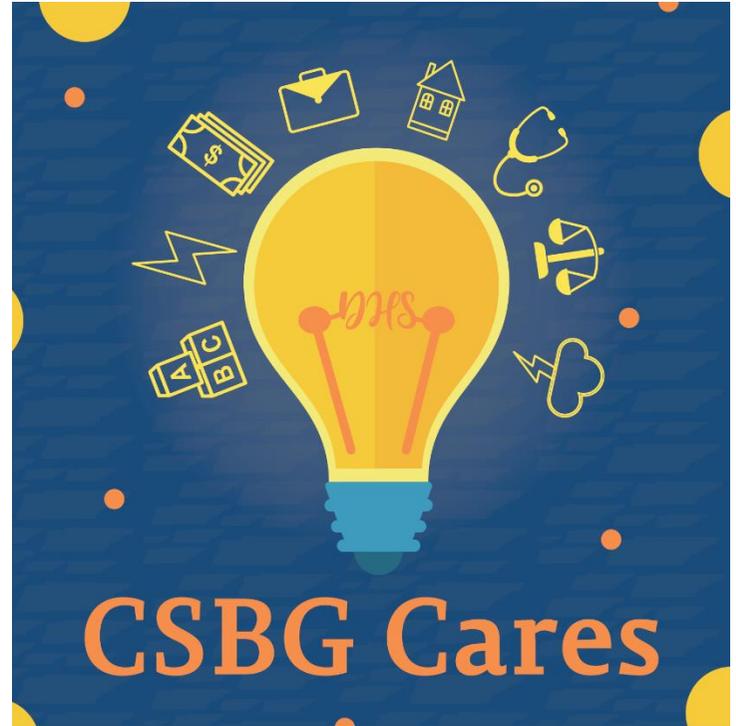


Welcome!

We will begin promptly at 9am

Microphones should be muted when not speaking

We ask that you participate!



Getting Creative with CARES Funds



November 5, 2021

9:00 am – 11:00 am Central

Getting Creative with CARES Funds is a virtual peer sharing event aimed at helping community action agencies identify ways to use CSBG CARES funds to prevent, prepare for, and respond to the effects of the coronavirus pandemic.

CARES Funds Agenda

01

Welcome

Avé Trotter, CSBG Program Director, Division of
Child Care and Community Services, TDHS

02

Guest Speaker

Sharon C. Goodson, Executive Director, North
Carolina Community Action Association

03

Peer Sharing

Cherry Whitehead-Thompson, Shelby County CSA
LaNelle Godsey, Upper Cumberland HRA

04

Breakout Sessions

CSBG Agency participants



Community Service Block Grant

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Avé Trotter, M.S.M |
CSBG Program Director



TN Department of Human Services

Mission

To build strong families by connecting Tennesseans to employment, education and support services.

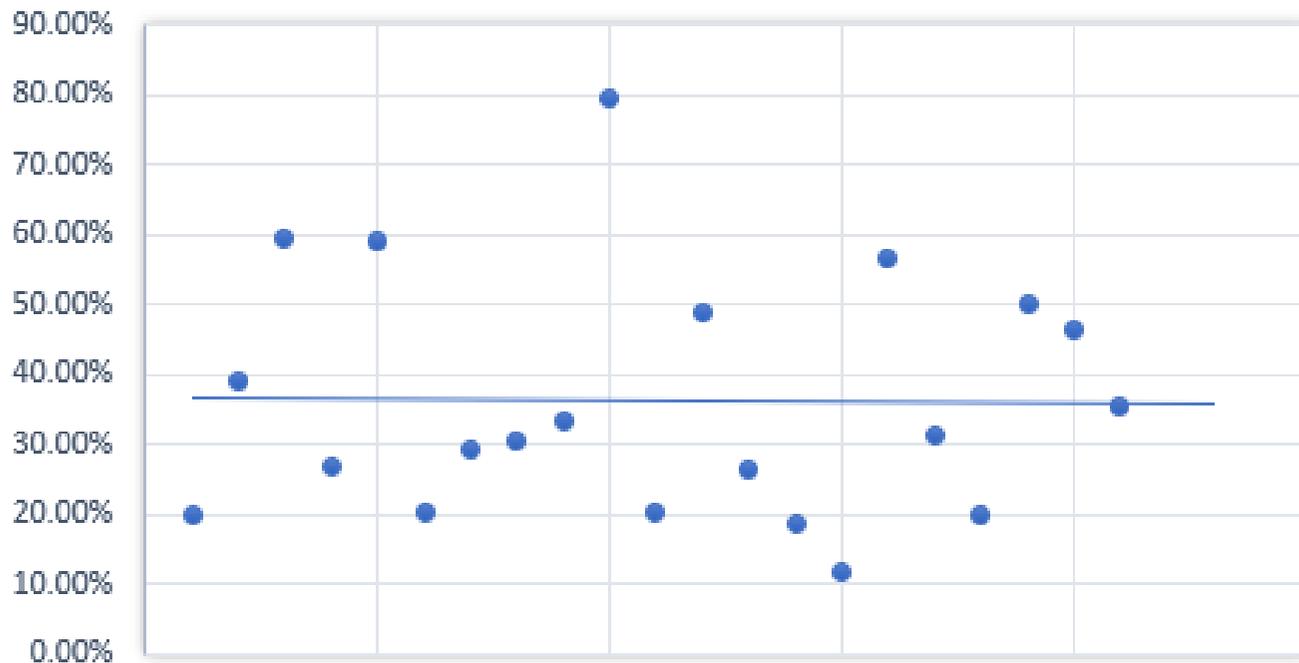
Vision

To revolutionize the customer experience through innovation and a seamless network of services.

CSBG Purpose Statement

“Everybody should have equal opportunity to achieve their highest potential in partnership with their families and communities.”

Percentage of CSBG CARES Fund Expended





Department of
Human Services



**TACA, Executive
Director**

Kreda Yokley: Executive Director
Tennessee Association of Community
Action





Sharon C. Goodson

Executive Director

North Carolina Community Action Association
Sharon.goodson@nccaa.net





Making a Difference With CARES Funds in NC

Community Action Agencies are leading the Way

NC



- 34 Community Action Agencies
 - CAAs allocated \$22 million in CARES funds.
 - CSBG \$28 million
-



Barriers

- Reimbursements from the state – 6 weeks (30-days)
 - Short staffed/working remote
 - Timeliness of funds from OCS March
 - First allocation to CAAs in July
 - Organizational Capacity
-

State CSBG/Association Collaboration

- The Big Pop Up/Regional Distribution Center
- Development of Assessing the Impact of COVID-19 on Low-Income Households and Communities in NC
- Development of Combat COVID Home Kits
- Communications support for Statewide COVID Outreach
- Journey Mapping/CSBG App/ Technology Audit
- SDOH Think Tanks
- On-going meetings



Support for Spending

- Hired 4 Consultants – CARES (OEO)
- Meetings/Feed back through Council of Executive Directors Meetings
- Provided opportunities for peer feedback through COED Meetings
- Responsive leadership
- Encouraged opportunities to leverage \$\$\$
- On-going meetings with OEO/Deputy Secretary



Lessons Learned

- Peer to peer communications/support needed
- Quick Pivot
- Technology
- How to adjust to serve clients/customers
- On-going communications/state/agencies/association
- How to work – socially-distanced, remotely



Advice/Encouragement



- Communicate – What worked, what didn't...
 - Continue to use what worked...
 - On-going meetings with state/association leadership
 - Talk to colleagues in other states/share ideas/best practices/opportunities
 - Provide financial resources to support work of the state association
-

CARES Funds:

- Electricity/Utility Assistance/Mortgage/Rent
- Food/Nutrition (food box distribution)
- Packaged Meals delivered to Seniors
- Childcare
- Transportation
- Medical Support
- Distribution of health & safety boxes (PPE/Cleaning Supplies)
- Distribution of educational packets to children
- The Big Pop Up distribution events
- Workforce Development
- COVID-19 Vaccination Outreach



Other:

- Served individuals @ 200% of PL
- Leveraged funds
- The Big Pop Up (community collaboration)
- New or expanded partnerships created through TBPU events with health care providers, banks, food banks, other nonprofits, Good360, Diaper Bank of NC, United Way, grocery stores, and more.





Sharon C. Goodson
Executive Director
Sharon.goodson@nccaa.net



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Carol Childress | CSBG Block Grant
Program Coordinator





**COMMUNITY
SERVICES AGENCY**

CARES Funds Financial Overview

Prepared by: Cherry Whitehead-Thompson, Executive Director and Donna Gray, Program Manager



Our Mission

To create a thriving community through education, resources, and partnerships that promote growth and economic stability for individuals and families in Shelby County.

Our Vision

Community Services Agency strives to empower its customers to not only improve their lives through economic security and stability, but also their communities by planting seeds of change as we move toward a brighter future.





COMMUNITY
SERVICES AGENCY

Financial Overview



CARES Funds

To date, Community Services Agency has expended 40% of its CARES Funds on existing rent and mortgage assistance alongside housing stabilization efforts

Total Amount of CARES Funds Awarded

✓ \$3,340,977.86



COVID-19 Crisis Solutions

How CARES Funds kept Shelby County's most vulnerable housed:

Shelby County residents impacted by COVID-19 due to job loss or a reduction in household income were able to receive a higher rent and mortgage benefit amount through CSA's CARES Program to prevent eviction and homelessness.



How CSA implemented the CARES Program:

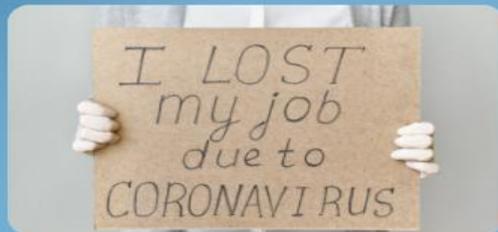
CSA distinguished the CARES program from CSA's regular Rent & Mortgage Program by extending the eligibility period with 6 months until the onset of COVID-19 and by altering the the program criteria and benefit level.

Resident Advocacy:

For applicants requiring additional assistance, CSA referred them to other programs, such as ERA, and worked closely with landlords and leasing companies to help customers establish arrangements as needed.

From Barriers to Bridges:

CSA staff worked endlessly to lessen stressors for families and alleviate financial burdens by streamlining our application to an online format and implemented creative ways to obtain documentation remotely.





CSA CARES Program

Served Shelby County's Most Vulnerable Populations



Senior Citizens



Disabled Residents



Veterans



Homeless Citizens



Children Under 8



Victims of
Domestic Violence

CSA's CARES Partnerships Overview

COVID19 RELIEF FUND

2020



Implementing Services

CSA partnered with existing partners to implement services for shelby County Residents



Virtual Trainings for Partners

CSA conducted virtual trainings to educate partner agencies and other community providers about the eligibility requirements for rent/mortgage assistance so partners could submit applications ready for certification



Online Approach & Strategy

CSA Partnered with DocuSign Systems to create a more seamless, online application approach for customers to apply for assistance



2021

Community Outreach

CSA hosted its own Community Blitz with community partners to highlight the CARES Program



Catholic Charities of West Tennessee



CSA and CCWTN's CSBG CARES Partnership for the Homeless

CCWTN Housing Ministry uses CSBG CARES funds to pay the costs of emergency shelter in the form of hotel stays up to 45 days or daily shelter costs. Additional program support includes application fees, deposits for both utility and rent, utility payments up to \$1,000 for utilities in arrears, and monthly rent and utility payments for up to 9 months.

Total Amount of CARES Funds Awarded to CCWTN



\$1,132,250



COMMUNITY
SERVICES AGENCY



Thank You

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Amanda Yanez | CSBG Block Grant Program
Coordinator



Peer Sharing



LaNelle Godsey, Community
Services Director, Upper
Cumberland HRA

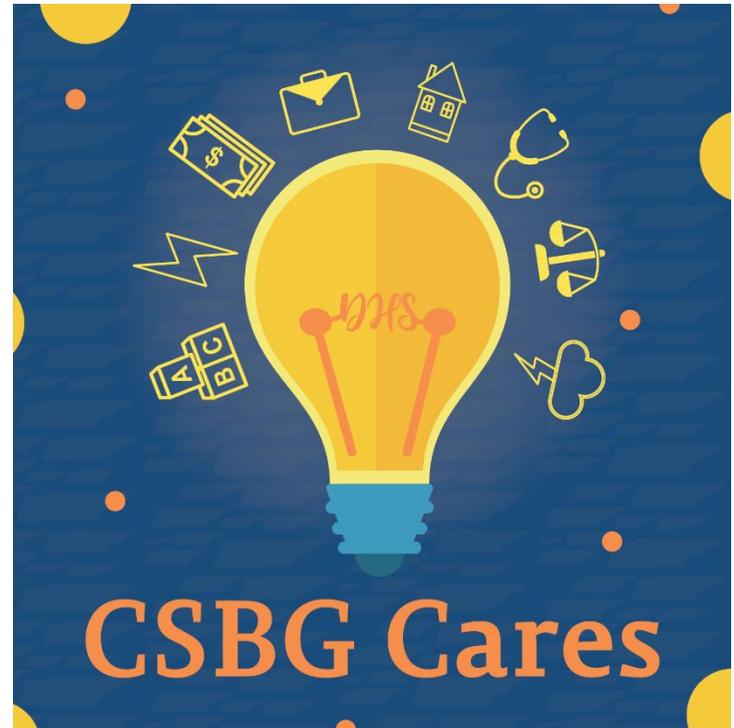


Breakout Session

-What has your agency done or thinking of doing with the CARES funds?

-Are there any barriers that are preventing you from using the funds?

-What partnerships are you using?







Assistant Commissioner, Child
Care & Community Services
Jude White



